

DIN EN ISO 9241-220:2020-07 (E)

Ergonomics of human-system interaction - Part 220: Processes for enabling, executing and assessing human-centred design within organizations (ISO 9241-220:2019)

Contents		Page
European foreword		4
Foreword		5
Introduction		6
1	Scope	8
2	Normative references	8
3	Terms and definitions	8
4	Abbreviated terms	17
5	Conformance	17
6	Purpose and benefits of this document	18
6.1	Purpose of human-centred design	18
6.2	Purpose of HCD process descriptions	19
6.3	Benefits of using HCD process descriptions	19
7	HCD processes	19
7.1	HCD process model	19
7.2	HCD processes	20
7.3	Relationships between the HCD processes	22
8	Using the HCD process descriptions	23
8.1	Uses of the process descriptions	23
8.1.1	General	23
8.1.2	Implementing human-centred design as part of a system development or procurement process and/or support life cycle	23
8.1.3	Assessing an enterprise's existing capability to carry out the human-centred processes	23
8.1.4	Improving the application of human-centred design as part of an existing system development process	24
8.1.5	Development of competence in human-centred design	24
8.2	Applying the process descriptions	24
8.2.1	General	24
8.2.2	Integration with systems and software engineering	25
8.2.3	Implementation of the processes	25
8.2.4	Iteration of processes	26
9	HCD process descriptions	26
9.1	Format	26
9.2	Ensure enterprise focus on human-centred quality (HCP.1)	26
9.2.1	Purpose and outcomes of HCP.1	26
9.2.2	Incorporate human-centred quality in business strategy (HCP.1.1)	27
9.2.3	Institutionalize human-centred quality (HCP.1.2)	28
9.3	Enable human-centred design across projects and systems (HCP.2)	29
9.3.1	Purpose and outcomes of HCP.2	29
9.3.2	Integration of human-centred design (HCP.2.1)	30
9.3.3	Resources for human-centred design (HCP.2.2)	31
9.3.4	Authorization and control of human-centred quality (HCP.2.3)	32
9.4	Execute human-centred design within a project (HCP.3)	32
9.4.1	Purpose and outcomes of HCP.3	32

9.4.2	Plan and manage human-centred design for the project (HCP.3.1)	33
9.4.3	Identify the context of use (HCP.3.2)	38
9.4.4	Establish the user requirements (HCP.3.3)	41
9.4.5	Design solutions that meet user requirements (HCP.3.4)	46
9.4.6	User-centred evaluation (HCP.3.5)	49
9.5	Introduction, operation and end of life of a system (HCP.4)	53
9.5.1	Overall purposes and outcomes	53
9.5.2	Introducing the system (HCP.4.1)	54
9.5.3	Human-centred quality in operation (HCP.4.2)	56
9.5.4	Human-centred quality during upgrades (HCP.4.3)	57
9.5.5	Human-centred quality at the end of life of a system (HCP.4.4)	58
Annex A (informative) Work products for HCD processes		59
Annex B (normative) Tailoring of processes and work products		71
Annex C (informative) Relationship to other human-centred design standards		74
Annex D (informative) Uses of the document		81
Annex E (informative) Human-centred quality		85
Annex F (informative) Risk management and human-centred design		91
Bibliography		94